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Date: August 21, 2007

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Signed: 

**Receiver:** M. Moore  
**Art Unit:** 2616  
**Company:** United States Patent and Trademark Office  
**RE:** Application No: 10/091,905  
In re: Reuss  
Filed: March 4, 2002  
Entitled: Management and Control of Call Center and Office Telephony Assets

Atty. Dkt. No. 01-6267

**Fax no.:** 571-273-8300  
**Pages:** 18 (including this cover sheet)

**Sender:** Chi-Young Choy**MESSAGE:**

PATENT  
Docket No. 18864-06267

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**AUG 21 2007**

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In the application of:

Reuss

Serial No.: 10/091,905

Filing Date: March 4, 2002

For: MANAGEMENT AND CONTROL OF  
CALL CENTER AND OFFICE  
TELEPHONY ASSETS

Examiner: M. Moore

Group Art Unit: 2616

**AMENDMENT UNDER 37 C.F.R. §1.111**

Assistant Commissioner for Patents  
Washington, D.C. 20231

Dear Sir:

This is in response to the Office Action dated May 21, 2007, for which a response is due by August 21, 2007. Accordingly, this response is timely filed.